

State of Alaska FY2010 Governor's Operating Budget

Department of Health and Social Services Quality Control Component Budget Summary

Component: Quality Control

Contribution to Department's Mission

This federally-mandated Quality Control auditing unit samples and validates Medicaid, Child Care and Food Stamp program eligibility and benefit accuracy. It performs work quality audits of other state-funded public assistance programs, monitors certain required computer matching interface data, and conducts special project reviews to ensure program integrity. The unit provides the source data on several performance measurement targets.

Core Services

- Quality Assessment unit staff conducts required Child Care, Food Stamp and Medicaid program case reviews. The purpose is to gather information to determine the accuracy of the eligibility and benefit determinations. The unit also samples Alaska Temporary Assistance Program (ATAP) and Adult Public Assistance (APA) benefits to assess the effectiveness of state policies, payment accuracy, and data not available from the automated system.
- Each month, Quality Assessment (QA) staff randomly samples and thoroughly assesses the accuracy of eligibility decisions. Staff analyzes results of these reviews to determine the success in meeting the agency's mission and desired outcomes, and shares assessments regularly with agency staff. Error trends are analyzed and corrective action initiatives are implemented as needed. Staff regularly performs specialized review projects to help assess and assure work quality and program integrity.

FY2010 Resources Allocated to Achieve Results

FY2010 Component Budget: \$1,878,100

Personnel:

Full time	19
Part time	0
Total	19

Key Component Challenges

- Complete timely and accurate case reviews. Mistakes found during federal re-review of the state reviews can seriously affect the state's performance status. Completing assigned reviews and fulfilling the frequent requests for state-funded program reviews and special evaluation projects are on-going challenges.
- Maintain efforts that ensure federal Supplemental Nutrition Assistance Program (SNAP) payment accuracy targets are met for Alaska's Food Stamp Program, and that the division remains competitive in pursuing national performance bonus awards.
- Improve performance outcomes despite pressure from growing caseloads, strained staff resources and demands of federal program accountability requirements.
- Develop corrective action plans and identify actions to address the FFY08 decline in Food Stamp payment accuracy.

Significant Changes in Results to be Delivered in FY2010

- Prepare the results of the department's first year of Medicaid Payment Error Rate Measurement (PERM) eligibility, and payment reviews for submission to Centers for Medicare and Medicaid Services (CMS) in July 2009. Corrective action and continuous improvement initiatives will be implemented based upon these findings.
- Expand the number of Adult Public Assistance and Alaska Temporary Assistance case accuracy reviews.

- Continue child care eligibility and payment authorization case reviews on a regular basis, utilizing the new Eligibility Quality Control Technician position authorized in the FY09 budget.
- Enhance use of the national Public Assistance Reporting Information System (PARIS) data match as a means to detect fraud and avoid duplicate program participation. Points of contact in other states are being established, and the use of a database to track the data matches and follow-up actions are facilitating our research and detection efforts.
- Achieve federally mandated Food Stamp Accuracy Rate and avoid fiscal penalties.
- Implement continuous improvement plans and activities that will support front-line staff in sustaining Food Stamp payment accuracy.

Major Component Accomplishments in 2008

- The Quality Assessment staff reviewed over 2,100 Food Stamp, Medicaid and Child Care cases in FFY2008.
- 95.4% of the child care payment authorizations reviewed were determined to be accurate. Alaska was among the first 18 states mandated to begin reviewing the accuracy of child care subsidy authorizations, with the federal rules issued only one month prior to the 10/1/07 effective date. The reviews and the final report were completed timely. The database developed by Alaska QC staff to manage the reviews was recognized by federal officials as a best practice model and shared with other states. Plans are already in place to address areas needing improvement and to reduce the error rate for the next federally mandated review in 2010.
- Implemented the federally mandated Payment Error Rate Measurement (PERM) eligibility reviews for Medicaid and the State Children's Health Insurance Program (SCHIP) within a very short timeframe from the point when federal guidelines were published. Despite several months delay in obtaining the system generated sample to meet federal review requirements, QA staffs are meeting monthly reporting deadlines. When completed, a total of 1,416 Medicaid cases will be reviewed for PERM.
- In FFY08 Quality Assessment (QA) staff reviewed over 800 Food Stamp cases within reporting deadlines, and had very few variances in the federal level re-review process. This contributes significantly to progressive improvement in the state's food stamp payment error rate.
- Despite the decline in the Food Stamp payment accuracy rate over the last year, Alaska made substantial gains in improving accuracy in FFY07, performing better than the national average and ranking fourth nationally in payment accuracy improvement.
- Staff contributions to the division's Quality Assessment Review Committees helped to reduce reportable payment errors and enhance the division's work quality and continuous improvement focus.
- Staff conducted numerous work quality review projects to support the division's continuous improvement initiatives, notably case accuracy analysis, Medicaid case review projects, and targeted case reviews for required office management evaluations.

Statutory and Regulatory Authority

7 CFR 275.10-14 Food Stamp QC

45 CFR 431.800-.820 ME QC

42 CFR 431 and 457 ME and State Children's Health Insurance Program (SCHIP) (PERM)

45 CFR 98(K) CCDF Error Rate Reporting

Contact Information

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**Quality Control
Component Financial Summary**

All dollars shown in thousands

	FY2008 Actuals	FY2009 Management Plan	FY2010 Governor
Non-Formula Program:			
Component Expenditures:			
71000 Personal Services	1,333.5	1,542.3	1,629.0
72000 Travel	89.6	37.0	37.0
73000 Services	147.3	181.5	147.5
74000 Commodities	41.2	70.6	64.6
75000 Capital Outlay	0.0	0.0	0.0
77000 Grants, Benefits	0.0	0.0	0.0
78000 Miscellaneous	0.0	0.0	0.0
Expenditure Totals	1,611.6	1,831.4	1,878.1
Funding Sources:			
1002 Federal Receipts	736.5	941.0	964.4
1003 General Fund Match	756.5	865.5	888.7
1004 General Fund Receipts	39.1	24.9	25.0
1007 Inter-Agency Receipts	79.5	0.0	0.0
Funding Totals	1,611.6	1,831.4	1,878.1

Estimated Revenue Collections

Description	Master Revenue Account	FY2008 Actuals	FY2009 Management Plan	FY2010 Governor
Unrestricted Revenues				
None.		0.0	0.0	0.0
Unrestricted Total		0.0	0.0	0.0
Restricted Revenues				
Federal Receipts	51010	736.5	941.0	964.4
Interagency Receipts	51015	79.5	0.0	0.0
Restricted Total		816.0	941.0	964.4
Total Estimated Revenues		816.0	941.0	964.4

**Summary of Component Budget Changes
From FY2009 Management Plan to FY2010 Governor**

All dollars shown in thousands

	<u>General Funds</u>	<u>Federal Funds</u>	<u>Other Funds</u>	<u>Total Funds</u>
FY2009 Management Plan	890.4	941.0	0.0	1,831.4
Adjustments which will continue current level of service:				
-FY2010 Wage and Health Insurance Increases for Bargaining Units with Existing Agreements	23.3	23.4	0.0	46.7
FY2010 Governor	913.7	964.4	0.0	1,878.1

**Quality Control
Personal Services Information**

Authorized Positions			Personal Services Costs	
	FY2009 Management Plan	FY2010 Governor		
Full-time	19	19	Annual Salaries	1,060,681
Part-time	0	0	COLA	43,116
Nonpermanent	0	0	Premium Pay	0
			Annual Benefits	591,951
			<i>Less 3.94% Vacancy Factor</i>	(66,748)
			Lump Sum Premium Pay	0
Totals	19	19	Total Personal Services	1,629,000

Position Classification Summary

Job Class Title	Anchorage	Fairbanks	Juneau	Others	Total
Elig Qual Cntrl Tech I	11	2	1	1	15
Elig Qual Cntrl Tech II	2	0	0	0	2
Public Asst Prog Off	0	0	1	0	1
Research Analyst III	0	0	1	0	1
Totals	13	2	3	1	19